



DocuSign Accessibility Conformance Report

(Based on VPAT® Version 2.5, WCAG Edition)

Name of Product: DocuSign Notary Connect

Report Date: September 17, 2024

Product Description: The DocuSign Notary Connect web application allows signers to connect in an on-demand, live remote session with a notary to sign and notarize documents sent through DocuSign eSignature.

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Notes: This Accessibility Conformance Report (ACR) includes Notary Connect pages hosted by our notarization partner, OneNotary, located at the domain 'docusign.onenotary.us'. DocuSign Identify pages, located at the domains 'docusign.net' and 'docusign.com' (and subdomains), are not within the scope of this ACR; a separate DocuSign Identify ACR will be created. This ACR also does not include the DocuSign Signing Experience embedded as an iframe within the live notary session; refer to the [DocuSign eSignature Signing Experience ACR](#).

For more information about DocuSign Accessibility, please view the [DocuSign Accessibility Hub](#).

Evaluation Methods Used: We used a range of inspection methods to test for specific accessibility issues, including screen reader testing and keyboard-only testing. We used the following device, assistive technology, and tools to support our testing:

- Desktop web browser: Chrome, Safari
- Assistive technologies: NVDA, VoiceOver
- Accessibility testing tools: axe DevTools browser extension, Colour Contrast Analyser by TPGi

Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.1	Level A (Yes) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.2	Level A (Yes) Level AA (Yes) Level AAA (No)

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG Level AAA criteria.

WCAG 2.x Report

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.2 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Partially Supports	Most non-text content, including complex and functional images and live media, have meaningful text equivalents. Most decorative images are ignored by screen readers. Exceptions: • Some decorative pictogram images are not ignored by screen readers, including in the timeline and on the “notary is correcting tags” page. • In the Audio/Video Check modal, the element containing the live video feed of the user’s camera does not have the correct accessible role and accessible name in order to provide a text alternative, such as “Your video camera”.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not Applicable	The web application does not contain prerecorded audio-only nor video-only content.

Criteria	Conformance Level	Remarks and Explanations
1.2.2 Captions (Prerecorded) (Level A)	Not Applicable	The web application does not contain prerecorded synchronized media.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not Applicable	The web application does not contain prerecorded synchronized media.
1.3.1 Info and Relationships (Level A)	Partially Supports	In most cases, information and structural relationships can be determined programmatically from the content. Most headings and semantic markup are defined to provide an optimal experience for users who rely on assistive technology. Exceptions: • Several headings are marked up as level 4 or level 5, but due to the structure of the page, they should be level 1 or 2 headings. • Progress steppers and timelines are visually presented as lists, but are not implemented as lists. • The current step within most timelines and progress steppers are visually indicated as the current step but not programmatically indicated. • The group label for the group of star rating radio buttons is not programmatically associated with the fieldset grouping.

Criteria	Conformance Level	Remarks and Explanations
1.3.2 Meaningful Sequence (Level A)	Supports	The reading sequence is meaningful throughout the web application.
1.3.3 Sensory Characteristics (Level A)	Supports	The web application does not rely on sensory characteristics for instructions.
1.4.1 Use of Color (Level A)	Supports	Color is not used as the sole means to convey information, indicate an action, prompt a response, or distinguish a visual element.
1.4.2 Audio Control (Level A)	Does Not Support	When the notary is ready, a chime sound automatically plays for 2 minutes or until the signer activates the button to connect to the session (whichever is shorter), and its volume cannot be controlled independently from the overall system volume level.
2.1.1 Keyboard (Level A)	Partially Supports	Most interactive elements receive keyboard focus and are keyboard-operable. Exceptions: • The OneNotary logo link is not focusable nor operable with a keyboard. • The responsive navigation menu (shown in smaller viewports or when using browser zoom) is not focusable nor operable with a keyboard.
2.1.2 No Keyboard Trap (Level A)	Supports	There are no keyboard traps in the web application. Focus can be moved away from each control using only a keyboard interface.

Criteria	Conformance Level	Remarks and Explanations
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2)	Supports	The web application does not provide keyboard shortcuts.
2.2.1 Timing Adjustable (Level A)	Supports	The web application contains one essential time limit. When the notary is ready, the signer has 2 minutes to join the live session but this falls under the real-time event exemption.
2.2.2 Pause, Stop, Hide (Level A)	Supports	The web application does not display content that moves, blinks, scrolls, or auto-updates.
2.3.1 Three Flashes or Below Threshold (Level A)	Supports	The web application does not contain flashing content.
2.4.1 Bypass Blocks (Level A)	Not Applicable	The web application does not include large blocks of repeated content on different pages that would require bypass functionality.
2.4.2 Page Titled (Level A)	Partially Supports	All pages have the same title (“OneNotary”). The title does not describe the unique topic or purpose of each page.
2.4.3 Focus Order (Level A)	Partially Supports	Elements that receive focus are presented in a logical order that honors the presentation and preserves meaning. In most cases, focus is properly managed. Exceptions: When content is removed and new content is added on the live notary session page, focus is not moved to the added content.

Criteria	Conformance Level	Remarks and Explanations
2.4.4 Link Purpose (In Context) (Level A)	Supports	The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context.
2.5.1 Pointer Gestures (Level A 2.1 and 2.2)	Supports	All functionality can be operated using a single pointer. There are no path-based or multi-point gestures within the web application.
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)	Supports	All single-pointer functionality is executed on the up event and a mechanism to cancel or undo the action is provided.
2.5.3 Label in Name (Level A 2.1 and 2.2)	Supports	The accessible name of components contain the text that is presented visually.
2.5.4 Motion Actuation (Level A 2.1 and 2.2)	Not Applicable	The web application does not have functionality operated by device motion or user motion.
3.1.1 Language of Page (Level A)	Supports	The human language of each page can be programmatically determined.
3.2.1 On Focus (Level A)	Supports	User interface components do not initiate a change of context when they receive focus.
3.2.2 On Input (Level A)	Supports	The web application does not cause an unexpected change of context when interacting with elements.
3.2.6 Consistent Help (Level A 2.2 only)	Supports	Help mechanisms, where provided on multiple pages, appear in the same order relative to other content on the page.

Criteria	Conformance Level	Remarks and Explanations
3.3.1 Error Identification (Level A)	Supports	Input errors are identified when the user submits each form, and the errors are described to the user in text.
3.3.2 Labels or Instructions (Level A)	Supports	Labels or instructions are provided for all form fields. These labels and instructions are programmatically associated with the form fields for those who rely on assistive technology.
3.3.7 Redundant Entry (Level A 2.2 only)	Supports	The web application does not require information previously entered to be entered again.
4.1.1 Parsing (Level A)	Supports	For WCAG 2.0 and 2.1, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata . For WCAG 2.2, this success criterion is obsolete and removed.
4.1.2 Name, Role, Value (Level A)	Partially Supports	The web application provides the correct name, role, state, and other important accessibility information for most of its controls. These properties are properly associated and available on controls for users who rely on assistive technology. Exceptions: • The OneNotary logo link contains a non-descriptive accessible name that

Criteria	Conformance Level	Remarks and Explanations
		overrides the text alternative of the logo image contained within the link. • The responsive navigation button (shown in smaller viewports or when using browser zoom) does not have an accessible name nor a role. In addition, its expanded/collapsed state is not programmatically indicated nor can be modified while using assistive technology. • The Help Center popup is implemented as an ARIA menu, which is not correct. Because it contains links instead of menuitem actions, it should be implemented as a disclosure widget with the appropriate roles.

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Does Not Support	There are no captions available during the live notary session.
1.2.5 Audio Description (Prerecorded) (Level AA)	Not Applicable	The web application does not contain any prerecorded synchronized media.
1.3.4 Orientation (Level AA 2.1 and 2.2)	Supports	Content does not restrict its view and orientation to a single display orientation.

Criteria	Conformance Level	Remarks and Explanations
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2)	Supports	All form fields that collect information about the current user programmatically identify their purpose.
1.4.3 Contrast (Minimum) (Level AA)	Supports	Text has sufficient contrast against its background.
1.4.4 Resize Text (Level AA)	Partially Supports	When content is scaled up to 200%, there is a loss of the following content and functionality: • Progress steppers • Timelines • Video feeds on the live notary page
1.4.5 Images of Text (Level AA)	Supports	The web application contains three images of text, but the presentation is essential and thus falls under the exception. These essential images of text are: • The OneNotary logo • A diagram showing how online notarization works • A diagram showing a laptop with the required features (speakers, mic, video camera, internet connection)
1.4.10 Reflow (Level AA 2.1 and 2.2)	Partially Supports	When content is set to a width of 320 CSS pixels, content does not require scrolling in two dimensions. However, there is a loss of the following content and functionality: • Progress steppers • Timelines • Video feeds on the live notary page

Criteria	Conformance Level	Remarks and Explanations
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)	Partially Supports	Controls, most control states, and graphical objects have a contrast ratio of at least 3:1. Exceptions: Keyboard focus indicators do not have sufficient color contrast against the background.
1.4.12 Text Spacing (Level AA 2.1 and 2.2)	Supports	The text spacing requirements can be applied without resulting in a loss of content or functionality.
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2)	Supports	Content that appears on hover or focus is dismissible, hoverable, and persistent.
2.4.5 Multiple Ways (Level AA)	Supports	The entire web application consists of a set of pages that are steps within a process and thus falls under the exception, navigation is only allowed sequentially from step to step.
2.4.6 Headings and Labels (Level AA)	Supports	Headings and labels are descriptive throughout the web application.
2.4.7 Focus Visible (Level AA)	Supports	Keyboard operable user interface components provide a visible keyboard focus indicator.
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)	Supports	When interactive elements receive keyboard focus, the focused element is not obscured or entirely hidden.
2.5.7 Dragging Movements (Level AA 2.2 only)	Not Applicable	The web application does not contain functionality that is operated with dragging movements.

Criteria	Conformance Level	Remarks and Explanations
<u>2.5.8 Target Size (Minimum)</u> (Level AA 2.2 only)	Supports	The target size of pointer inputs is at least 24 by 24 CSS pixels. There is one pointer input, the “Check audio and video button”, which is 28 by 15 CSS pixels, but meets the minimum spacing requirement.
<u>3.1.2 Language of Parts</u> (Level AA)	Supports	The human language of each passage or phrase in the content can be programmatically determined.
<u>3.2.3 Consistent Navigation</u> (Level AA)	Supports	Navigational mechanisms that are repeated on multiple pages within a set of pages occur in the same relative order each time they are repeated.
<u>3.2.4 Consistent Identification</u> (Level AA)	Supports	Components that have the same functionality within a set of pages are identified consistently.
<u>3.3.3 Error Suggestion</u> (Level AA)	Supports	For all automatically detected input errors where suggestions for correction are known, the suggestions are provided to the user.
<u>3.3.4 Error Prevention (Legal, Financial, Data)</u> (Level AA)	Not Applicable	The web application does not contain pages that cause legal commitments or financial transactions, modify, or delete user-controllable data in a data storage system, or submit user test responses.
<u>3.3.8 Accessible Authentication (Minimum)</u> (Level AA 2.2 only)	Supports	The web application does not require a cognitive function test for any steps.

Criteria	Conformance Level	Remarks and Explanations
4.1.3 Status Messages (Level AA 2.1 and 2.2)	Does Not Support	Most status messages, including error messages, are not programmatically determined and require focus in order to be announced. These include: • Notifications of the notary's status presented to the signer • A countdown timer in the "Your Notary is Ready" modal dialog

Table 3: Success Criteria, Level AAA

Notes: Not Evaluated.

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